Hospital User's "How-To" Guide

Psychiatric Hospitalization Tracking System for Youth
[PHTSY]

A Module of the
State Children, Youth and Families
Information System
[SCYFIS]

Last Updated August 2010

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Introduction

The "Lisa L." case is a federal class action lawsuit brought in 1987 against the Maryland Departments of Health and Mental Hygiene (DHMH), Human Resources (DHR) and Juvenile Services (DJS) on behalf of all children and adolescents who remain in Maryland's State psychiatric hospitals after the time they are ready for discharge, as determined by the hospital treatment team, or who are discharged to placements in which they do not receive the services recommended by the hospital staff. The class also includes all children and adolescents in State custody who remain in private psychiatric hospitals after the time they are ready for discharge or who are discharged to placements in which they do not receive the services recommended by the hospital staff. An interim settlement agreement that required the State to implement discharge plans within decreasing timelines, went into effect in May 1990. Currently, the State has regulations in place that govern interagency discharge planning for children and adolescents- COMAR 14.31.03. Children subject to these regulations are defined as "Hospitalized Child".

Defining a "Hospitalized Child"

According to the regulations, a hospitalized child refers to the following:

1. **State Hospitalized Child:** Minor admitted to MHA's inpatient hospital level of care
2. **Privately Hospitalized Child:** A minor committed by juvenile court order to State custody and admitted to a private psychiatric hospital.

The Automated Tracking System

The regulations require that each State and private psychiatric shall complete a tracking form for each hospitalized child and report to a Department within 24 hours after first business day after admission. The tracking process currently uses an automated system called the Psychiatric Hospitalization Tracking System for Youth (PHTSY) which is a module in the State Children, Youth and Families Information System (SCYFIS). The PHTSY module is managed by the Case Service Coordination Unit/Lisa L. Project (currently housed at the Department of Health and Mental Hygiene, Mental Hygiene Administration) in collaboration with Information Technology staff at the Governor's Office for Children (GOC).

About the Psychiatric Hospitalization Tracking System for Youth (PHTSY)

The Psychiatric Hospitalization Tracking System for Youth (PHTSY) is a module within the State Children, Youth and Families Information System (SCYFIS).

Purpose of PHTSY

1. PHTSY was developed to facilitate compliance with the regulations governing interagency discharge planning for children and adolescents (COMAR 01.04.03).
2. PHTSY is designed to assist staff members at psychiatric hospitals participating in the tracking system and the Multi-Agency Review Team (MART) to track the progress towards discharge of youth in State custody who are experiencing psychiatric hospitalizations.

PHTSY Contacts

The PHTSY module has an on-screen guide available by clicking on "Help" link at the top of the screen or the help icon (yellow circle with a question mark in the middle) to obtain guidance in completing the various forms.

It is hoped that routine users of PHTSY will rarely need written documentation to use the system. However, this "How-To" Guide is intended to assist new PHTSY users in using this computer system and contains step-by-step instructions for common tasks. For questions or concerns about this guide, please contact:

Musu Fofana:	(410) 402-8314	mfofana@dhmh.state.md.us
Candice Adams	(410) 402-8313	adamsc@dhmh.state.md.us
Antoinette Thomas	(410) 767-62424	athomas@goc.state.md.us
IT Support		itsupport@goc.state.md.us

Users can also complete the SCYFIS "Contact Us" form at the top of the screen to request assistance with system related issues.

PHTSY User Groups

PHTSY has the following user groups:

1. **Case Management Program Director/PHTSY Hospital Staff:**
   a. This is the designation for all hospital staff that have access to PHTSY and both designations have the same access level. The hospital staff enters a new case in the system (Child Information and agency contacts screen), edits information entered, adds a new discharge activity record (Discharge activity screen) has exclusive rights to add a clinically determined discharge date, make changes to this date and enter the hospital discharge plan (add new activity , discharge activity screen).
   b. Finally the Case Management Program Director or hospital staff has exclusive rights to close a case and enter information into the discharge notification screen. All email reminders from the PHTSY Activity Check are sent to the Case Management Program Director or Hospital Social Worker designated as the 'Case Owner' – see Child Information Screen, Hospital Information.
   c. The Case Service Coordinator Access also has permissions to view LCC cases for all PHTSY cases.

2. **Member Group-MART:** This designation is for the lead agency representatives on the MART. They can add a discharge activity record but their changes do not affect the days since last entry in the discharge activities screen of PHTSY since they are not required to enter this information by regulation. They receive an automated reminder each time a new case, in the custody of their agency, is entered in the system. They can also access Quick Report to produce a list of all cases assigned to their agencies or to other agencies represented on the MART. This user group must be able to see all PHTSY cases but receives an auto email for New Hospitalizations for cases committed to their respective agencies only.

3. **MART Member Group-Liaison to State hospitals:** This is the permission level for the MHA representative on the MART. This designation provides the additional permission for the MHA representative to receive auto emails from SCYFIS for all new hospitalizations at Spring Grove Hospital Center, regardless of agency commitment.

4. **Local Agency Access:** This is a read-only access to all DSS cases for Baltimore City (currently accessible only to the DSS Lisa L. coordinator).

5. **Case Service Coordination Unit:** This is the PHTSY Administrator access for the MART Case Service Coordinator and Administrative Officer. This user group ensures that they receive an automated reminder for every new case entered in PHTSY, copies of all reminders sent out from PHTSY Activity check. They have exclusive rights to add discharge activity records designated as "MART Updates" (discharge activity screen, add new activity). This group also has permission to add new users (MART Member Group, Case Management Program Director/PHTSY Hospital Staff, MART Member Group-Liaison to State Hospitals and Local Agency Users) and also to deactivate accounts of these users.

Setting Up New User Accounts in PHTSY

To assure continued compliance with the regulations, new staff at participating hospitals and agencies who will be working with "hospitalized children" in State custody, receive training on the use of the PHTSY tracking system. The following steps are required for setting up a new user in PHTSY:

1. Unit Supervisor or Manager completes/authorizes the creation of a new user account by completing a New User Request Form on Appendix 1 of this guide or obtaining a faxed copy by contacting the Administrative Officer of the Case Service Coordination Unit, Candice Adams at 410-402-8313 or by email at adamsc@dhmh.state.md.us.

2. The completed New User Request Form should be faxed to the Administrative Officer.

3. The Administrative Officer contacts the hospital unit to schedule training for the New Staff. The training will focus on the Regulations and the Use of the Tracking System.

4. The prospective new user must complete an original signed confidentiality agreement before account access can be provided to the system.

Users are not allowed to share accounts. All users are reminded of the security policy for the system each time they sign-on to the SCYFIS system.

Deactivating User Accounts in PHTSY

Due to the confidential nature of the data in the system, Unit Supervisor/Manager must request deactivation of any user account no longer required by submitting a completed deactivation form within 48 hours to the Administrative Officer of the Case Service Coordination Unit, Candice Adams at 410-402-8313 or by email at adamsc@dhmh.state.md.us.

Critical Timelines for Entry of Data into PHTSY

1. New Hospitalization: According to the regulations (Appendix 3), each State and Private Psychiatric Hospital (as identified in the regulations) shall complete a tracking form each hospitalized child and report to a Department within 24 hours after first business day after admission.
2. Discharge Activity Updates: It is required that each case entered in PHTSY be updated weekly with information on discharge related activities.

3. Discharge Notification: Once a child is discharged, the hospital is required to complete a discharge notification on the date of discharge, placement at discharge and indicate whether the placement is an interim or recommended placement.

PHTSY Automated Reminders and other Quality Assurance Protocols

1. **Automated Reminders:** The system generates automated reminders to the hospital social worker assigned to the case, if the case has not been updated in 7 or more days. These automated reminders are generated every 7 days.
2. **Reminder Letters from the Case Service Coordination Unit:** If the Unit learns about the admission of a child in State custody to a participating hospital from the Custodial agency and if the case has not been entered in the system, the Unit will follow up with a reminder phone call, letter or email to the hospital social worker assigned to the case or the unit manager to request an admission notification.
3. **Other Reminders:** The unit will also follow up with a phone call, letter or email request for a discharge notification on any cases that have not been closed (discharged) in the system.

PHTSY Documents and Resources via the GOC Website

1. Additional information and resources are available on the GOC website at http://goc.maryland.gov/SCYFIS_module.html.
2. This page is frequently updated with the most current documents for the PHTSY module.

Log In and Accessing the SCYFIS System

Minimum Requirements

- IBM or Macintosh computers with Internet access (hi-speed connections such as cable, DSL, or Wireless are preferred, but a dial-in connection works well also)
- Microsoft Internet Explorer 5.5 or Higher. To obtain a free version look for "latest version" http://www.microsoft.com/windows/ie/downloads/default.asp. Internet Explorer Version 8.0 is the latest version as of 2010. Installation time ranges about 10-15 minutes on a hi-speed connection, and up to an hour on a dial-up connection.

Finding PHTSY on the Internet

PHTSY is located on the SCYFIS website-a secure Internet application. Authorized users can access PHTSY at the following web address, using Microsoft Internet Explorer, Version 5.5 or higher:

https://scyfis.goc.maryland.gov

Adding SCYFIS Logon page to Favorites

Once the user has accessed the SCYFIS log-on web page, complete the following steps to add it to Favorites:

1. Click on **FAVORITES** in the Internet Explorer Menu bar
2. Click **ADD TO FAVORITES**
3. Click **OK** to confirm

This "Favorite" site will be called "Welcome to SCYFIS!" For future logons to the SCYFIS-PHTSY web page, simply click on the **Favorites** menu bar and select the **Welcome to SCYFIS!** Web page.

Logging onto SCYFIS

At the logon screen, type in your user name and your temporary password provided by the SCYFIS-PHTSY technical support team, then click "Log On" (Figure 1).

Figure 1

Changing your temporary password

A new user will be required to replace the temporary password with his/her real password (Figure 2). To change your temporary password, fill in the temporary password on the first line, then fill in the new password on the second and third lines. Once accepted, the user will see the message "Password Changed!"

Figure 2

SCYFIS Home Tab

Once logged in, the user will see the SCYFIS home page (Figure 3) and have access only to the PHTSY cases assigned to him/her. At any time during the SCYFIS session, the user may send a comment to the SCYFIS support team at the Governor's Office for Children,, by pressing the "Comments" button at the top right.

Figure 3

Updating Your Contact Information

Please take a moment to enter your e-mail address and phone number (if not already recorded) by clicking on the Personal tab in Figure 3, and then clicking on "Edit My Information." In the "My Information" screen, you can add/modify your e-mail and phone number, but also your name, username, and title (Figure 4). Once the changes are made, click on "Save and Return" and then on the Home tab.
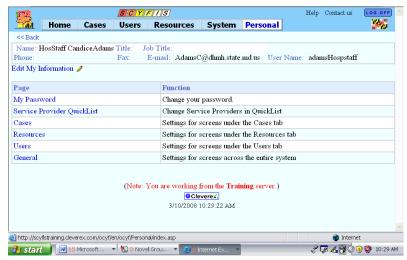

Figure 4

Main Screens in PHTSY

PHTSY contains four simple screens/menu tabs that capture the following:
1) Child Information and Agency Contacts Screens contain basic information about the youth and the State agency or agencies involved with the youth
2) Discharge Activities/Menu Tab Screen contains a record of discharge planning activities by hospital and Multi-Agency Review Team (MART) members
3) Discharge Notification Screens contains a record of the date of discharge of the youth and the placement to which the youth was discharged.

Creating a NEW PHTSY Case (Hospital Staff)

COMAR 01.04.03 requires that hospital staff in psychiatric hospitals participating in the automated tracking process, notify the State Multi-Agency Review Team when a youth is admitted to the hospital (within 24 hours of admission). This notification will now be accomplished through SCYFIS-PHTSY.

To start a new hospitalization, log onto SCYFIS and find the Input Wizard called "New Hospitalization" on the home page (see Figure 3). This will guide the user through a short series of input screens to record critical information about the hospitalization. Each of these screens is reviewed below.

Child Information Screen – Figures 5 and 6

Once the user has selected the psychiatric hospital with which he/she is affiliated, the first input screen captures information about the youth being hospitalized, starting with the youth's first and last name and date of birth. (Figure 5). Fields marked with a red asterisk (*) are required fields which means that YOU MUST COMPLETE THESE FIELDS IN ORDER TO SAVE THE SCREEN AND MOVE ONTO THE NEXT SCREEN.

Figure 5

The purpose of completing this field is to enable PHTSY to verify if this youth has had a prior hospitalization at the user's hospital. If there has been a prior hospitalization, PHTSY will inform the user that there is a matching hospitalization and will show a list of one or more possible matches. If the youth being hospitalized NOW is the same as the youth listed with a PRIOR hospitalization, then click on the button indicating "Create New Case Based on This Case/Person." If the youth being hospitalized NOW is NOT the same, then (at the bottom of the page) click on the YES button associated with the question "Ignore Matches and Add a New Person/New Case?"

If there are no matches, the user goes to the next screen, which is called "New PHTSY Case: Child Info" (Figure 6) – Not the entire screen is shown here). A critical question starts off this screen – Is child in custody of a Maryland agency? The answer to this question must be YES in order to record this youth's hospitalization record, and the hospital user must also enter the county of custody and custodial agency.

Figure 6

Each of the fields marked with a red asterisk must be filled in on this screen. In addition to the custodial agency, the user must also indicate the Lead Agency (CSA.MHA, DDA, DJS, DSS, and LSS) and whether any of the other agencies are involved (not shown here). Once the fields are completed in this screen, the user clicks the "Save and continue" icon at the top of the page.

Barriers to Discharge Screen

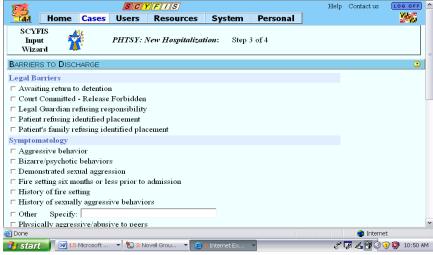The next screen to be completed is called "Barriers to Discharge" (Figure 7).

Figure 7

Barriers to discharge include Legal, Symptomology, and Systems Issues (not shown). The user checks off the applicable barriers to discharge. The user can also write comments about the selected barriers or other barriers in a text box at the bottom of this screen.

Agency Contact Screen

Once this screen is completed, the user will be asked to fill in, at a minimum, the name and phone number of the Lead Agency contact who will be staffing the case (Figure 8).
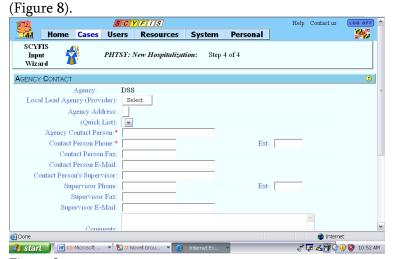

Figure 8

In this example, DJS was identified as the lead agency, and so the Agency Contact

information needs to be filled in for the DJS staff person responsible for the youth being hospitalized. IF IT IS AVAILABLE, enter in the staff person's E-MAIL address as well, so that the staff person's contact information is readily available in the Discharge Activities section of the PHTSY system.

Once this screen is completed, the initial data entry is COMPLETE, and the following screen appears (Figure 9).

Figure 9

As can be seen, there are 2 options:

1. Click here to view the case just entered, or
2. Click on the other agency that is involved with the youth and fill in information about that staff person.

In this example the DDA is also designated as one of the agencies involved with the hospitalized youth.

If option 1 is selected (click here to view the case), then the next screen to appear will be the formal case record for the new hospitalization (the Thomas Fake case in this example-Figure 10).
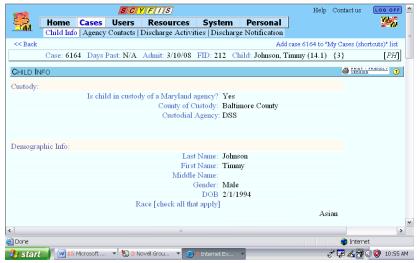
Viewing the New Case Record

Figure 10

New Case Record

In the PHTSY case record, under the Cases tab, there are 4 tabs:
- Child Info
- Agency Contacts
- Discharge Activities
- Discharge Notification

The Input Wizard screens populated the Child Info and Agency Contacts tabs, as follows:

1) Child Info tab contains these forms:
   a) Child info (Custody, Demographic, Admission and Educational information)
   b) Barriers to Discharge
   c) Hospital Information (not contained in Input Wizard, details to follow below)

2) Agency Contacts tab contains these forms(s):
   a) Agency Contact screen for the Lead Agency and other agencies involved in the hospitalization. If possible, ENTER AN E-MAIL ADDRESS FOR THE AGENCY STAFF PERSON.

Case Record Banner

The case record banner is also displayed on each screen, which contains the following information:

> **Case:** 5012   **Days Past:** N/A   **Admit** 6/1/04   **FID:** 3490   **Child:** Fake, Thomas   {27}   [PH]

- **Case =** Case number, the unique number assigned by SCYFIS to this hospitalization

- **Days Past =** This value will refer to one of 3 situations:
    - **N/A** means that the youth currently DOES require continued inpatient treatment;
    - **A Red number** refers to the number of days from the date that the youth NO LONGER requires continued inpatient treatment to the current date- this is intended to be a "red flag" for cases that require immediate attention; and
    - **A Black number** refers to the number of days from the date that the youth NO LONGER required continued inpatient treatment to the actual discharge date.

- **Admit =** The hospitalization admission date

- **FID =** Family Identification Number- in PHTSY the FID currently has no use for FID. SCYFIS' structure has the capacity to track the family of individual clients. At this time, there are no screens available in PHTSY to add family members; however if this became a requirement for PHTSY, SCYFIS will be ready to accommodate screen containing family member information.

- **Child =** Last and first name of the hospitalized youth, along with a number in parentheses {27} indicating the county of the youth's custody. These numbers for Maryland are 1-24, alphabetical from Allegany through Worcester, with Baltimore City= 24. In this example, 27 refers to the fictitious county named "Training," which is used for training purposes.

- **PH =** Psychiatric Hospitalization Tracking System for Youth. This is an indicator that the user is reviewing and updating a PHTSY case record.

Adding the Case to the Shortcut

At the bottom of the Child Info tab of the Thomas Fake case (fictitious case used in this User's Guide), shown here in Figure 11, there is a button called "Add this Case to "My Cases (shortcuts)" list" which, if picked, will add the Thomas Fake case to the Home page "My Cases (shortcuts) list. In order to use this feature, follow these steps:

1. Go to the bottom of the Child Info tab for the Thomas Fake case-see Figure 11.
2. Click on the button "Add this Case to "My Cases (shortcuts)" list"
3. Answer YES to the question: Do you want to add this case to your list of shortcuts?

That's it. Once completed, click on the Home tab and you will find the case you have selected on your shortcuts list.

Figure 11

In the future you will not have to use the Cases tab to find the case you want. You will simply need to find the case name on your shortcuts list and click on it (See Figure 12- the Thomas Fake case is on the My Cases list).
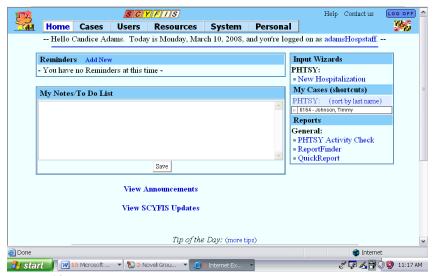
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Figure 12

In the future, once the case has been discharged from the hospital and you no longer need it on your shortcuts list, simply click on the red X next to the case name and answer YES to the question: Do you want to delete this case from your shortcuts list?

Hospital Information: Case Ownership

Figure 11 depicts a screen contained in the Child Info tab. Each PHTSY user will be assigned to the hospital unit where he/she works, and will have access to any youth hospitalized in that unit. This screen contains many features that may or may not be applicable to a particular hospital, but a brief description of the functionality will help each hospital determine whether or not this functionality will be useful. Figure 13 (below) shows the Hospital Information screen in edit mode.

Figure 13

The Hospital field cannot be changed- it is a given. The name of the Primary Hospital Worker (Case Owner) will be entered by the individual responsible for data entry at the hospital (John Adams in this example). A Secondary Hospital Worker can also be designated. AT THIS TIME, since all hospital users are set up with Program Level rights, every user can view and modify every hospitalization case. If a hospital would like to set up user rights to follow along a Program Level, Supervisor Level, and Hospital Worker Level, in which the Hospital Workers would only see cases ASSIGNED to them, in a hierarchical fashion, then the hospital should contact the Governor's Office for Children, Youth and Families SCYFIS-PHTSY technical support staff.

The user can change the case ownership at any time. This will ensure that automated reminders are directed to the appropriate person handling the case.

Entering Discharge Activities

This screen will be the most actively used screen for given PHTSY case. On this screen, hospitals can document a record of all activities undertaken to facilitate timely and appropriate discharge. Activities can be recorded by both the hospital users as well as the MART members and will serve as a running chronology of the efforts taken to assure appropriate and timely discharge of the youth from the hospital. Initially, when a user first comes to the Discharge Activities tab for a new case, he/she must click the "here" button to open up the Discharge Activities screen and create a new activity. Once opened, there are six required fields for the user to complete (see Figure 14).
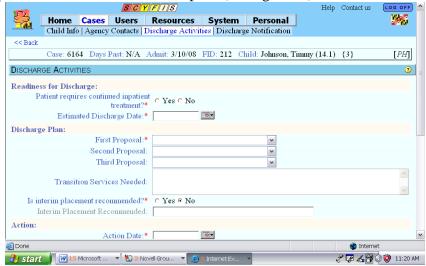

Figure 14

PLEASE NOTE that the Readiness for Discharge fields and the Discharge Plan fields will CARRY FORWARD to the next Discharge Activity record, so that when the next Discharge Activity record is entered, only the Action fields (Action Date and Action Taken) are required. The user will always have the option to change the Readiness for Discharge and Discharge Plan, but for convenience, it will be assumed that these fields will carry forward

through time as subsequent Discharge Activity records are entered.

The user will then complete these fields. These fields are similar to the fields on the tracking forms that were used previously.

Once a Discharge Activity has been completed and saved, the user will see the following screen (Figure 15). The bottom half contains a brief version of the Discharge Activity record that was just entered; the top half contains contact information for the MART Coordinator, the Hospital Staff associated with the case, and, if available, the Lead Agency and other agency staff persons associated with the case.

Figure 15

At this point there are several options for the user: Sending an Email to Staff, Adding a Discharge Activity, or Revising an Activity.

Sending an E-mail to Staff

From the Discharge Activities screen, it is possible to send an e-mail, through the internet, to staff members associated with the hospitalized youth. Remember that there is no confidentiality assured when mail is transmitted through the Internet. Do not use identifying information about the child. In order to send mail through the Internet, follow these steps:

1. Click on either the To or CC radio button for each person to whom you'd like to send an e-mail;
2. Click on "Write E-Mail to Selected Recipients"
3. Once this is done, an e-mail dialog screen will open up – complete your message, as shown in Figure 16, and then click on "Send" to send the e-mail message.

Figure 16

Adding and Revising a Discharge Activity

Adding a Discharge Activity Record

Figure 15 refers to the bottom half of the screen. A listing of all the Discharge Activity records will be stored on this screen for review. Click on "Add New" and you will be taken into edit mode on a new Discharge Activity record. As noted earlier, the Readiness for Discharge and Discharge Plan sections will already be populated with the information entered in the prior Discharge Activity Record. Figure 17 displays not only the second Discharge Activity record entered by John Adams, but also a Discharge Activity record entered by the Mart Coordinator.

Figure 17

Revising a Discharge Activity Record

In Figure 17, in the bottom of the Discharge Activity screen, it is possible for the user to revise any of their discharge activity records by clicking on the "Revise" link to the right. Any activity created by someone else, such as the MART Coordinator discharge activity record shown in Figure 17 as created by Candice Adams, cannot be revised and will not have a revise button associated with it.

In general- **REVISE A RECORD ONLY IF IT CONTAINS A FACTUAL ERROR.**
PHTSY is set up to keep track of the original record as well as all revisions, and so it is important not to overuse the revision feature. Users are urged to use the SPELL CHECK button PRIOR to saving a discharge activity record in order to reduce errors in the record associated with spelling words.

How to Complete the Discharge Notification

In order to complete the discharge notification screen, it is NECESSARY TO ADD AT LEAST ONE DISCHARGE ACTIVITY RECORD INDICATING THAT CONTINUED INPATIENT TREATMENT IS NO LONGER REQUIRED (Figure 18).

Figure 18

Unlike the prior Discharge Activity records entered by John Adams for the Thomas Fake case, this one answers NO to the question: Needs Inpatient Treatment. Also note that the Days Past is a red 11, which means that the "Deemed ready for discharge date" was established 11 days prior to today's date.
(Example: 6/29/04 minus 6/18/04 equals 11 days).

Because this discharge record has been added, indicating that Inpatient Treatment is NO LONGER NEEDED, it is now possible to complete the Discharge Notification screen. Figure 19 displays the Discharge Notification screen in edit mode.

Figure 19

The Discharge Proposals appear in this record from the most recent Discharge Activity record (wherein the Needs Continued Inpatient Treatment is answered NO), and the user

must enter the Discharge Date and the Placement at Discharge.

If the Placement at Discharge is not consistent with the first Discharge Proposal, the user should indicate whether the Placement at Discharge is an interim placement. If it is an interim placement (=YES), then the user must answer the question "Why not Discharged to First Proposal?" This is a text box and the user can explain the reasons why the Placement at Discharge is not the placement listed as the first Discharge Proposal.

The date of discharge cannot be earlier than the clinically determined discharge date.

Under Name of Placement, the user will fill in one of two sections:
IF THE DISCHARGE PLACEMENT IS HOME/RELATIVE OR OTHER, then the text box called "Specify Name of People/Address where Child Discharged" must be completed.

IF THE DISCHARGE PLACEMENT IS ANY OTHER CHOICE, the "Service Provider (fill in 'Text' OR 'From Resources Directory')" section must be filled in. AT THIS TIME, as the Resource Directory is not fully populated, the Service Provider Text box might need to be filled in. However, if the child is discharged to a group home or a residential treatment center, it might be found in the Resource Directory. It is anticipated that the Resource Directory is updated, the Quicklist functionality will be activated for PHTSY users- more details on this will be made available during the summer of 2004.

Once saved, the completed discharge notification screen can be viewed. Figure 20 shows the completed discharge notification. It should be noted that the banner field called Days Past now shows a black number 2 – this means the actual discharge date (6/20/04) was only 2 days after the clinically determined discharge date (6/18/04 – a.k.a the "deemed ready for discharge date").
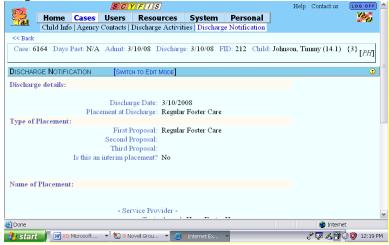

Figure 20

That completes the data entry for a PHTSY case.

Reports

At this time, more reports are forthcoming. Following are the current reporting features including:

1. Quick Report
2. PHTSY Activity Check
3. ReportFinder

Quick Report

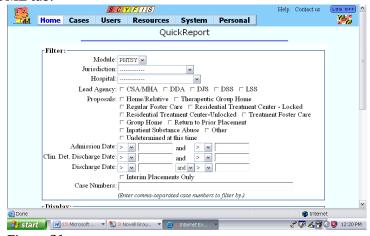Figure 21 contains a view of the Quick Report dialog screen, which is accessed from the HOME tab.

Figure 21

The quick reports template (see Appendix 4) permits the user to pull up cases for their hospital/ or agency with various features such as closed cases, currently admitted cases and sort cases by recommendation, date of admission, custodial agency and other features. It is particularly useful for agency representatives on the MART who would wish to view currently hospitalized cases on a regular basis.

PHTSY Activity Check

The PHTSY Activity Check Feature permits the user to verify when the last activity on a case occurred and update the case accordingly (if necessary). For cases that have not been updated in 7 or more days, the system keeps a cumulative record of requests for updates/email reminders generated by the system.

ReportFinder

Throughout the case, a report specific for the case being viewed can be generated directly from the case. However, these reports are also available via the ReportFinder which is accessible from the HOME tab. This is useful if the case number is know and the user only need to run a report on the case.

Other Features in PHTSY

1. **New Hospitalization Notification:** For every new case entered in the system, PHTSY generates an Email message to the MART agency representative and to the Case Service Coordination Unit. For example, if DJS is designated as the custodial agency, then the system will immediately generate an New Hospitalization Email to the DJS MART representative and the Case Service Coordination Unit. The email will provide the case number for the New PHTSY case and an access link to the case.
2. **Reminders Notification:** The system sends a copy of all reminders to the Case Service Coordinator and the Administrative Officer at the Case Service Coordination Unit. This allows the unit to follow-up on reminders and facilitates maintenance of the database.
3. **MART Liaison to State Hospitals:** The MHA MART representative receives an email notification for each new case admitted to Spring Grove Hospital Center. In addition, the MART representative for the custodial agency as well as the Case Coordination Unit will also receive a New Hospitalization Email.
4. **Request for Discharge Notification:** The Case Coordination Unit can generate an email request for a discharge notification (to users of the system) by sending an email from the discharge notification screen. However, this screen is only accessible by users and MART agency representatives if the hospital social worker has indicated that the child no longer requires inpatient treatment on the discharge activities screen.
5. **Date since last activity:** This section on the discharge activities screen records the number of days between hospital updates of the discharge activity screen.
6. **Days Past:** This tab at the top of the PHTSY screen for each case indicates the number of days past the clinically determined discharge date that the child remains hospitalized. If the child is still in the hospital and has overstayed, this field will be red. If the child was an overstay but is no longer hospitalized, this field will be black.
7. **The Clinically Determined Discharge Date:** The most recent Clinically determined discharge date can be viewed by going to the discharge activities screen and clicking on the most recent discharge activity record that indicates that the child no longer requires inpatient treatment.
8. **Revising Discharge Activity Records in PHTSY:** PHTSY allows users to revise discharge activity records but keeps a footprint of the original record.
9. Only Hospital Social Workers can change the clinically determined discharge date.
10. Only GOC staff can delete a duplicate case or a case entered in error in PHTSY. For a case to be deleted, staff from the Case Service Coordination Unit will authorize the deletion in writing and most often attach written authorization from the Hospital social worker assigned to the case or cc the Hospital social worker on the email request to GOC IT staff.

Additional Questions

For additional questions about PHTSY or this user guide, please contact Musu Fofana at mfofana@dhmh.state.md.us or 410-402-8314.